

Swimming at the Palms Leisure Club from October 2020



We are so excited to welcome you to the Palms Leisure Club. As with many things in life, there are some new procedures that you need to be aware of. You will find everything you need to know about the Palms Leisure Pool below – please read it carefully.

If you would also like to read about what, as your chosen swim school, Puddle Ducks is doing to keep you, your child and our team members safe, we have summarised all the steps we are taking including our risk assessment procedure, cleaning and hygiene regimes and temporary changes to the way our lessons will be run [here](#).

Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts, ideally this should be reduced to 5 mins. This should give you enough time to get poolside and prevents lots of people from waiting around in spaces which may be too small to handle in the current situation.

Arriving swim-ready

We ask that wherever possible you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is to minimise the time spent in the changing rooms.

We appreciate that those children still in nappies might need a nappy change just before their lessons. This can be done in the changing room before the class. Please bring a changing mat with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left.

As the changing rooms lockers will not be available please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside whilst you swim.

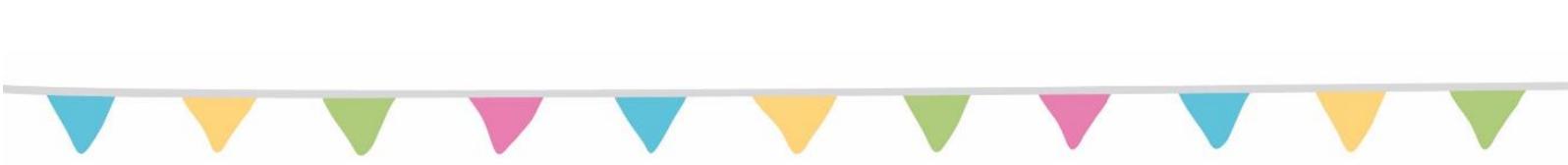
We advise that you bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Spectators

Unfortunately, we regret that spectators are not permitted at this time.

If swimming with siblings in different classes (particularly back to back classes) you are permitted to bring another adult with you who can wait with one child whilst the other swims and then dress the first child who swims after their lesson.

By not allowing spectators, we are able to practice social distancing more effectively. Thank you for your understanding.



Parking at the venue

There is a large free car park in front of the pool. Please adhere to social distancing where possible in the car park and in walking from your car to the pool and back.

Entering the building

On arrival please walk towards the main reception. Once inside, follow the one-way system in place to the changing rooms. Please use the hand sanitiser before entering the changing rooms. In line with government guidelines, please wear a face covering when using the public areas.

Signing in/Letting us know you are here

Please scan the QR Test and Trace code. For the first few weeks a Poolside Assistant (who may be poolside) will be present. They will be wearing a face covering to protect both customers and themselves. Please bring a face covering yourself to wear whilst changing after your lesson.

Toilets

Toilets are available, please try and use this (encourage your child/ren to do so) before your lesson where possible. Please be aware of social distancing should you wish to use the toilet as you may need to walk past other customers to get to them.

Changing rooms

Changing rooms will be available before and after lessons. Please wear face coverings in the changing rooms.

Once undressed, please place your belongings in a bag and bring them poolside, there is a designated area for your belongings which will be clearly signed. After your lesson please collect your belongings and take into the changing rooms following the one way system.

Please get dressed as quickly as possible, we ask that ideally you take no more than 10 minutes to dry and dress after your lesson has ended. Parents and carers, please consider prioritising dressing and drying your little one over yourself. Wear loose fitting clothing that is easy to get on and off or bring a large robe/gown/onesie or similar if you have one.

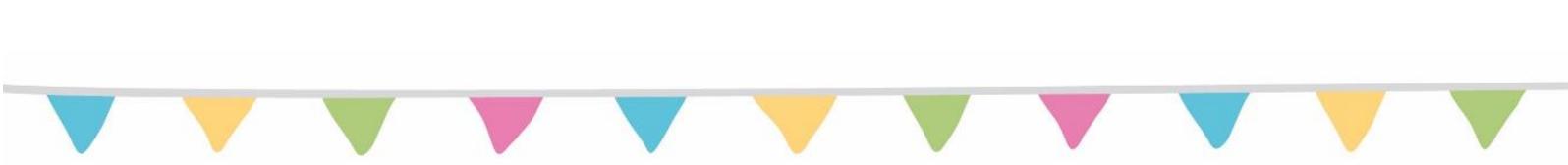
Entering the pool area

Please wash your hands before entering the pool area. In some cases, it might be using hand sanitiser instead of soap and water. Sanitisers will be available at more than one location at the pool. You will also be provided with an individual hand sanitiser which can be clipped onto a bag.

Once ready, please wait poolside, keeping socially distant from other customers wherever possible, until the teacher indicates it is time for you to enter the pool. You will be advised to wait at the side of the pool just beside where you will get in.

Exiting the pool area after your lesson

After your lesson collect your bag, exit the pool area by walking around the pool and use the changing rooms to dress. We advise that you bring easy, comfortable clothing for both you and your child –



items like onesies might be easiest for children to get changed quickly and keep them warm. You will be advised where to exit the pool.

Please take all nappies and rubbish with you when you leave.

Leaving the building

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport. There is a one way system in place and the exit is to the right and out the back of the building.

Thank you so much for your cooperation and helping us keep all our customers and team members safe.